

# Community & Senior Services

## Presentation to Los Angeles County Disability Commission



Cynthia D. Banks, Director  
September 21, 2016





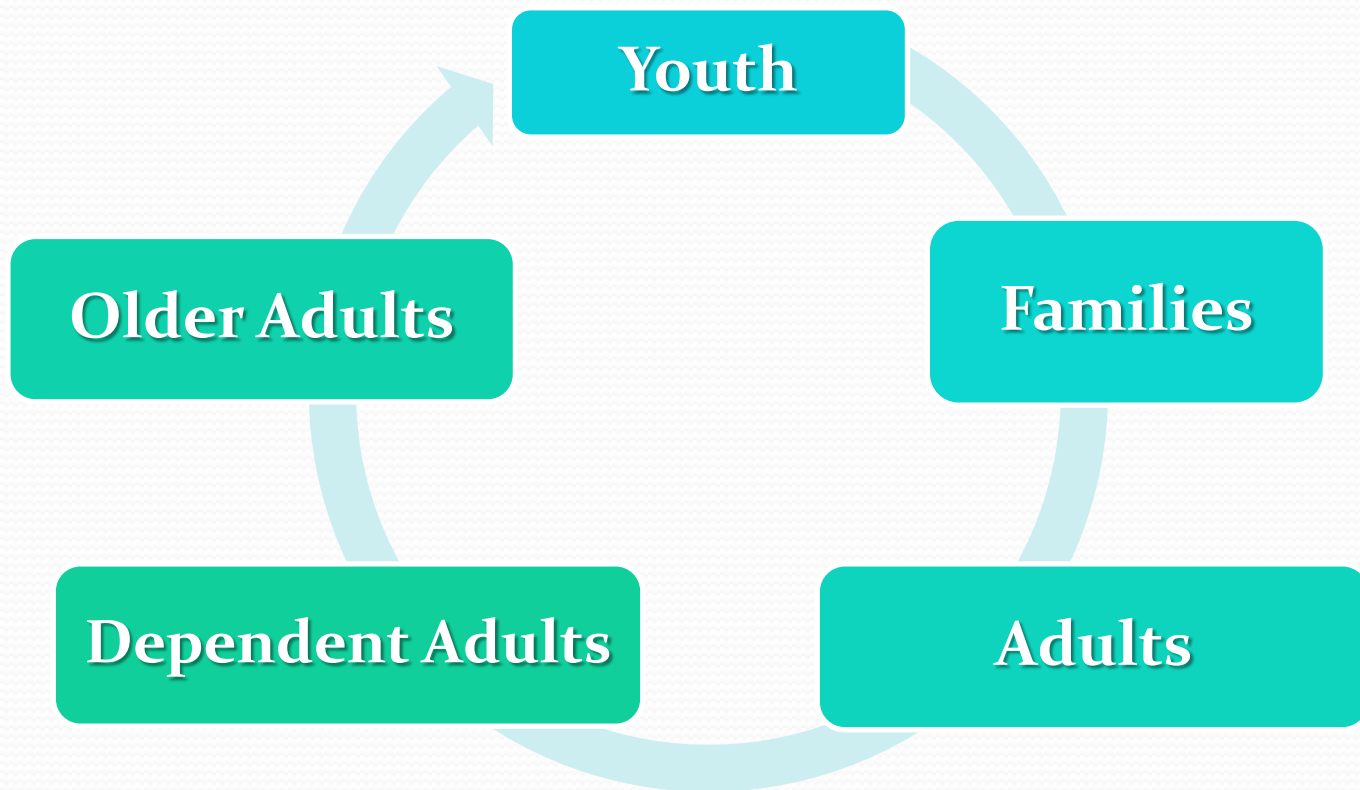
# Community and Senior Services

CSS is a dynamic and multifaceted agency that provides a variety of vital services throughout the County



**Mission:** To deliver quality services to youth, adults and seniors that promote independence, dignity, choice and well-being.

# Our Continuum of Services





# Our Programs

Workforce  
Innovation and  
Opportunity Act  
(WIOA)

L.A. County Youth  
Jobs Program

Community &  
Senior Centers

Adult Protective  
Services (APS)

Area Agency on  
Aging (AAA)

Human Relations

Dispute  
Resolution

Community  
Services American  
Indian Block  
Grant



# Our Commissions

Commission for  
Older Adults

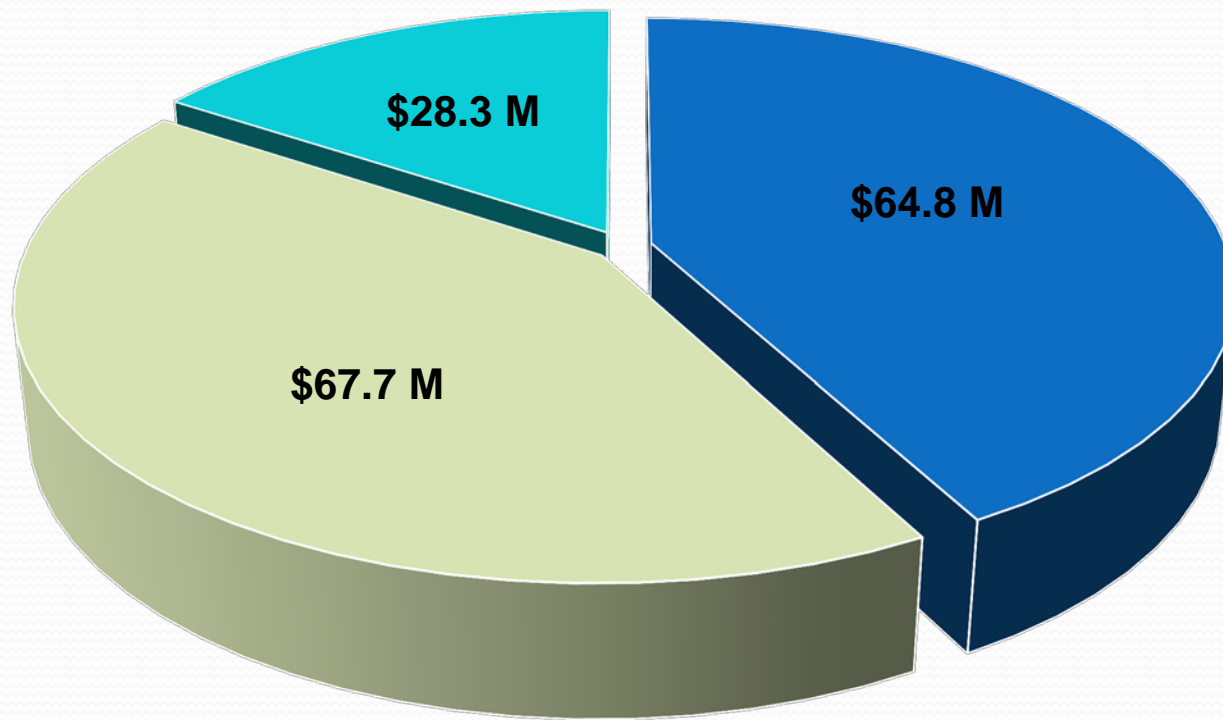
Human Relations  
Commission

City/County  
Native American  
Indian  
Commission

Workforce  
Development  
Board

# Our Budget: FY 2016-17

**\$160.8 Million**



■ Workforce   ■ Senior Program   ■ Community Programs

# Community and Senior Services

## Our Impact: FY 2016-17

- 1,377,117 congregate meals provided
- 1,035,215 home-delivered meals provided
- 101,170 Area Agency on Aging clients
- 42,383 Adult Protective Services clients
- 138,723 individuals used our workforce system
- 10,428 individuals participated in youth jobs program
- 22,669 individuals used mediation services
- 478,236 services provided at our Community and Senior Services Centers

# Area Agency on Aging

Responsible for delivering multiple programs that promote the health, dignity and well-being of older adults (60+) and adults with disabilities

Funded primarily by Older Americans Act

Contracts with dozens of community agencies to deliver services



# Area Agency on Aging Programs



***Congregate  
Meals***



***Home-Delivered  
Meals***



***SNAP-ED***



***Family Caregiver  
Support Program***



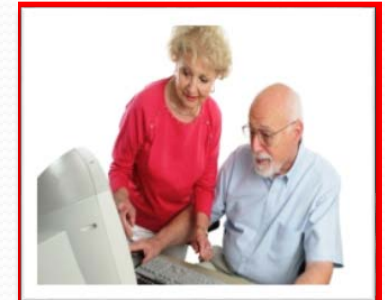
***Linkages  
Program***



***Health Insurance  
Counseling & Advocacy***



***Long-Term Care  
Ombudsman***



***Senior  
Community  
Employment  
Program***

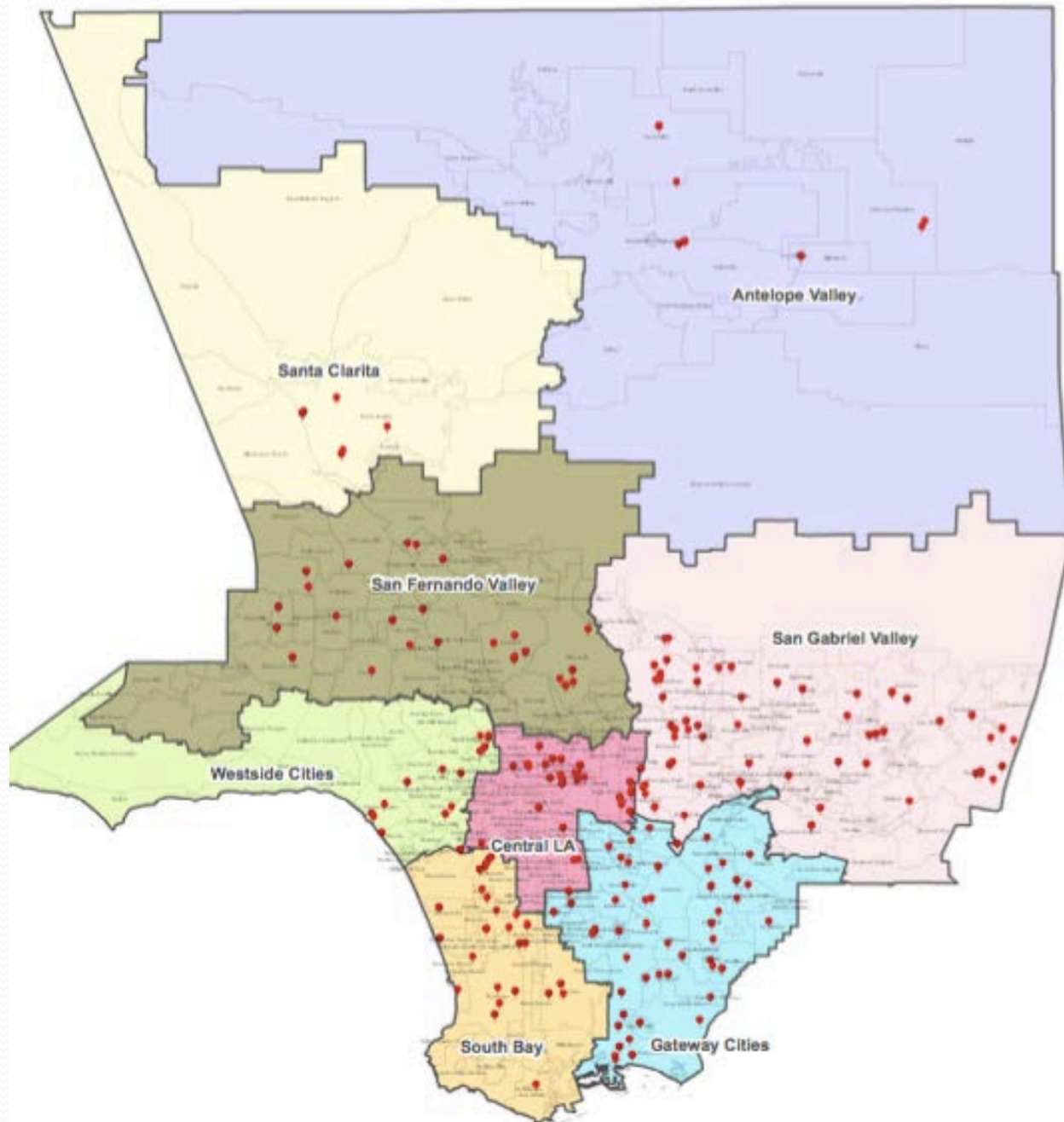
***Legal  
Assistance***



***Supportive  
Services***



# Area Agency on Aging Service Delivery Locations



# Information and Referral Call Center

**The CALL CENTER can  
be reached by dialing:**

**(888) 202-4248**

**or**

**(800) 510-2020**

**or**

**211 INFO LINE**



# Area Agency on Aging

Abide by all ADA requirements and offer special accommodations

Certain programs, such as home-delivered meals, specifically target disabled older adults

Coordinate with Aging and Disability Resource Centers



# Adult Protective Services



APS is a 24/7 program for anyone age 65 years or older and dependent adults 18–64



Investigates all reports of at-risk situations



Investigates 3000-3500 reports monthly

# Adult Protective Services

Physical, including sexual

Psychological

Neglect, including self-neglect

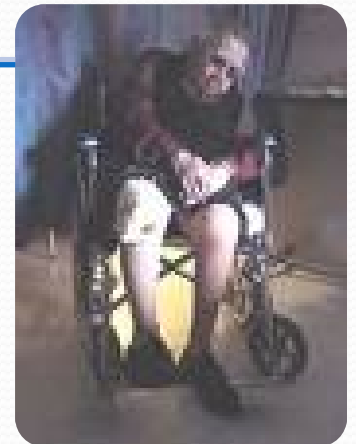
Financial

Isolation

Abandonment

Abduction

## Types of Abuse





# World Elder Abuse Awareness Day

JUNE 15, 2016  
WORLD ELDER ABUSE  
AWARENESS DAY



**KNOW ABUSE** **REPORT ABUSE**

ELDER AND DEPENDENT ADULT ABUSE AWARENESS MONTH

## Elder & Dependent Adult Abuse Awareness Month



# Workforce Development Services to Individuals With Disabilities

We deliver employment and training services through network of America's Job Centers of California (AJCCs)

Workforce Innovation and Opportunity Act (WIOA) signed into law on July 22, 2014 (PL)113-128

Job seekers with and without disabilities may receive and benefit from job search and placement assistance, career counseling, skills training, and other supportive services.

# Universal Access at LA County AJCCs





# Accessibility and Accommodations at our AJCCs

**Ramps**



**Modified Restrooms**



**TTY**



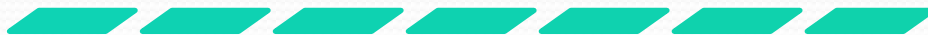
**Voice-Activated Software**



**Curb Cuts**



**Computer Screen Magnifiers**



**Modified Keyboards**



**On-Staff or On-Call Sign Language Fluent Interpreters**





# Enhancing Workforce Services to Individuals with Disabilities





# Community and Senior Centers

CSS operates 14 Community and Senior Centers

Services tailored to respective communities

Last year 88,000 individuals received nearly 500,000 services

Services include health and wellness classes, congregate meals, translation services and much more!

# Center Services and Activities...

***Willowbrook Senior  
Center Line Dancers***



***Senior Congregate  
Meals at the San Pedro  
Service Center***



***Forms Assistance/  
Information and Referral***



***Access to Computer Labs***



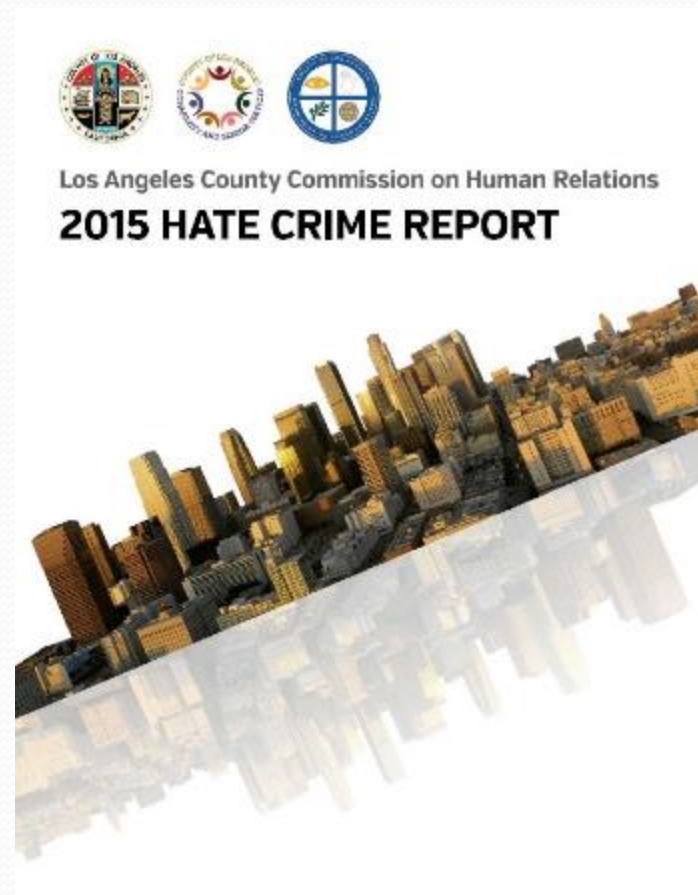
***Emergency Food Distribution***



***BINGO!***

# Human Relations Hate Crime Prevention

Strengthen  
Effective  
Hate Crime  
Prevention  
and Response



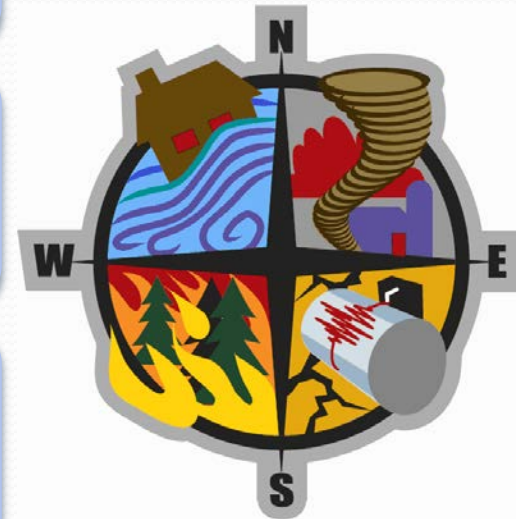
# Emergency Planning and Operations

Key partner in countywide emergency planning and disaster preparedness

Emergency plans for our Department and for older adults

El Niño Preparation

2016 National Preparedness Month





# Questions & Answers

